

FAMIS Self-Service Manual

A Step by Step Guide for using Self-Service

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Introduction

Welcome to FAMIS self-service; the program that lets you create your own service requests. This manual will take you through self-service step by step.

Follow these easy steps while you are creating your service request. Learn how to log onto the system and then go through the five steps to completing a service request.

These steps are:

- 1) Confirming the requestor
- 2) Selecting a service
- 3) Entering the service details
- 4) Entering the location
- 5) Reviewing your information

In this manual, you will also see the following:

- A description of the services within each of the libraries that you can select from in step 2.
- Common errors that are made when entering a service request.
- How to search for previous service requests.

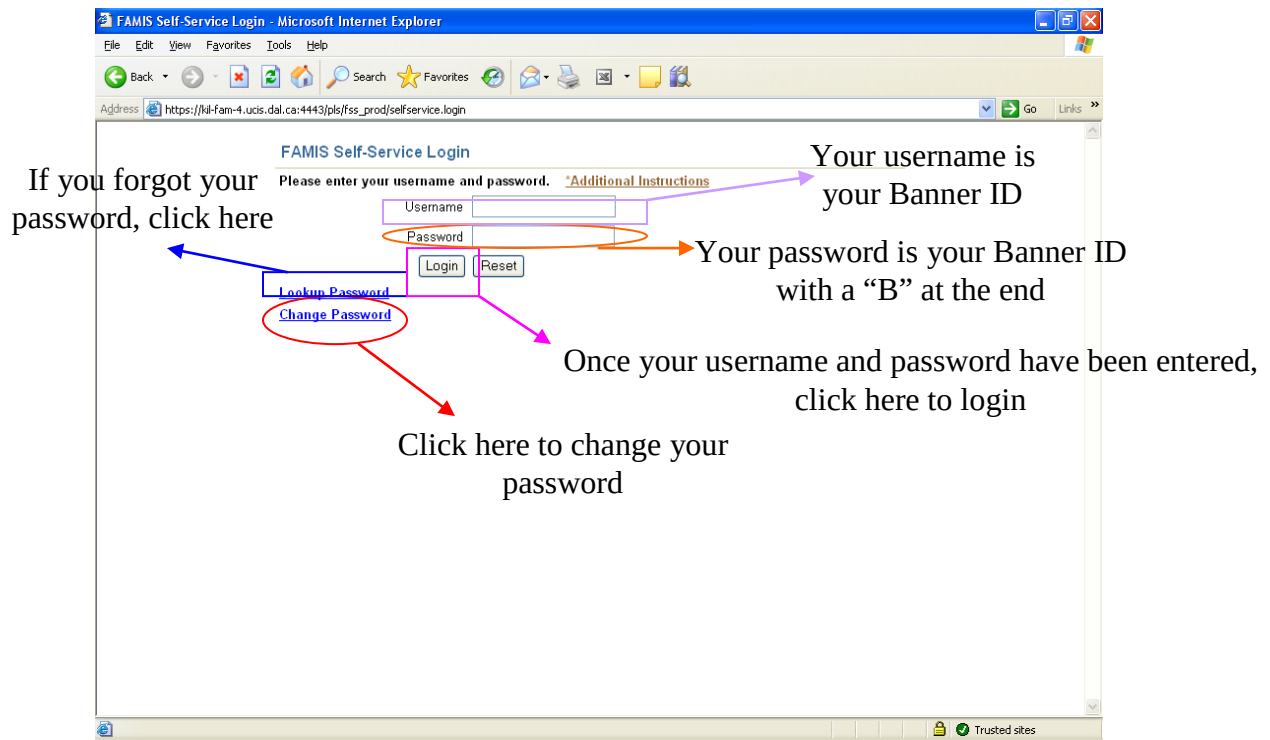
Logging In

To access FAMIS self-service:

- Go to <http://fm.dal.ca> and then select **FAMIS Self-Service**. You will then see the login screen.
- To log in, you require a username and a password. If you do not have or do not know your username and password, please speak to your office administrator.
- If you do not know who your administrator is, please contact Nick Tentomas at 494-2251.

Your username is your Banner ID (B00 #). Your initial password is your Banner ID with a “B” at the end (B00000000B). Now press “login” and you will be directed to the first screen.

After you log in for the first time, you can change your password on either the initial login screen or on the first screen after you log in. Just click on “change password”.



Selecting a Site

After you login, you will see the page below. From here, you can either choose a specific site, or select the tab titled “service requests”.

Choose from:

1. Agriculture Campus
2. Carleton campus
3. Kings College
4. Other (external site) (See the list below)
5. Parent (CP use only)
6. Sexton campus
7. Studley campus
8. Service requests

Click on a site if you are going to enter several service requests for the same location at once. Otherwise, click on “service requests”. If you click on “service requests” please skip ahead to page 9. If you click on a specific site, proceed to the next page.

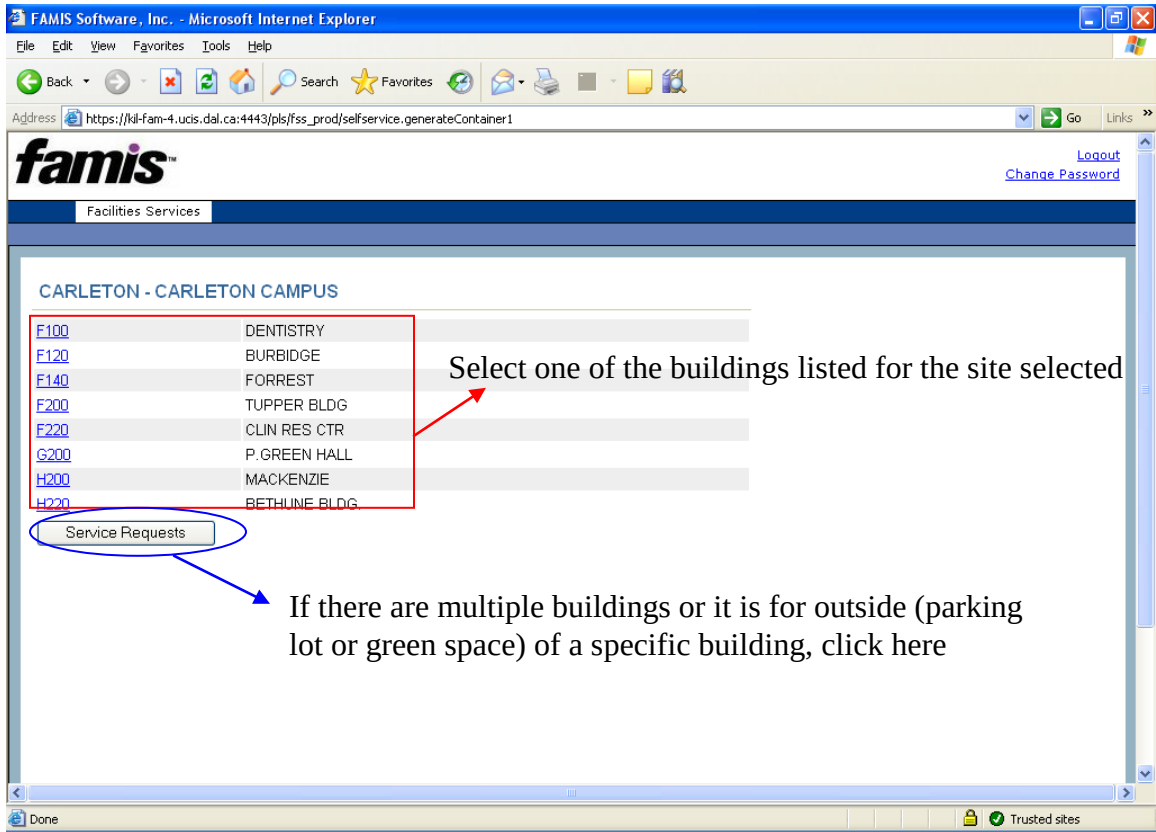
The screenshot shows the famis website interface. At the top left is the 'famis' logo. At the top right are links for 'Logout' and 'Change Password'. Below the logo is a blue navigation bar with the text 'Facilities Services'. The main content area has a heading 'Select a Site' followed by a dropdown menu. The dropdown menu is open, showing a list of sites: AGRICULTURE CAMPUS, CARLETON CAMPUS, KINGS COLLEGE, OTHER, CP USE ONLY, SEXTON CAMPUS, and STUDLEY CAMPUS. Each site name is preceded by a colored letter: A (blue), C (blue), K (blue), O (orange), P (blue), S (blue), and S (orange). Below the dropdown menu is a button labeled 'Service Requests'.

Here is the list of buildings under **Other**:

- Royal Bank Building George St.
- Saint Mary’s University
- 1494 Carlton Street
- Halifax Infirmary (HI)
- 5790 University Avenue
- Mount Saint Vincent University
- Stadacona-w Centre
- IWK
- NS Rehab Centre (NSRC)
- Abbie Lane (AJLB)
- Camp Hill (CHVM)
- NS Cancer Centre (NSCC)
- Chapter House
- 5790 University Ave.
- Nelson Whynder Elementary
- Harbour View Elementary
- Victoria General (VG)
- Dartmouth General
- NS Hospital
- City Centre Atlantic
- 5248 Morris St.
- Park Lane

Selecting a Building

If you click on a specific site, you will be brought to a screen similar to the one below. When you get to this screen, click on the building that you are putting the request in for. If there are multiple buildings, select “service requests” instead.



Selecting a Floor

The below screen is similar to what you will get if you select a building. This screen asks you to pick the floor where the work needs to be done. If applicable, click the floor number to go to the next page. If you do not know the correct floor, or if there are multiple floors, please select the tab titled “service requests”.

If there are multiple floors, clarify this later in the request. When you enter in the description, you can put in that you do not know the floor or list the floors if there are more than one.

famis™ [Logout](#) [Change Password](#)

Facilities Services

DENTISTRY

No Image available Site ID **CARLETON**
Building ID **F100**
Address **5981 UNIVERSITY AVENUE**
HALIFAX NS B3H 1W2
Contact

Floors	
Q1	Floor 01
Q1M	Floor 01M
Q2	Floor 02
Q3	Floor 03
Q4	Floor 04
Q5	Floor 05

[Service Requests](#)

Select the appropriate floor

Select this if:
*You do not know the floor number
Or
*There are multiple floors

Selecting a Room

After you select the floor, the below screen will be brought up with a list of the rooms on that specific floor. If applicable, please select the room where the work will be taking place. If you do not know which room, or if there are multiple rooms, please select the tab titled “service requests”. You will then proceed to the next screen.

Again, if there are multiple rooms or if the room is unknown, clarify this later in the request.

FAMIS Software, Inc. - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://kl-fam-1.ucis.dal.ca:4446/pls/fss_dev/selfservice.generateContainer1 Go Links

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Facilities Services

DENTISTRY -

Site **CARLETON CARLETON CAMPUS**

Building **F100** **DENTISTRY**

Floor **01M**

Rooms

[M1000](#) [Storage](#)

[Service Requests](#) [Department](#)

Select a room from the list

Select this if:

- *You do not know the room number
- Or
- *There are multiple rooms

Trusted sites

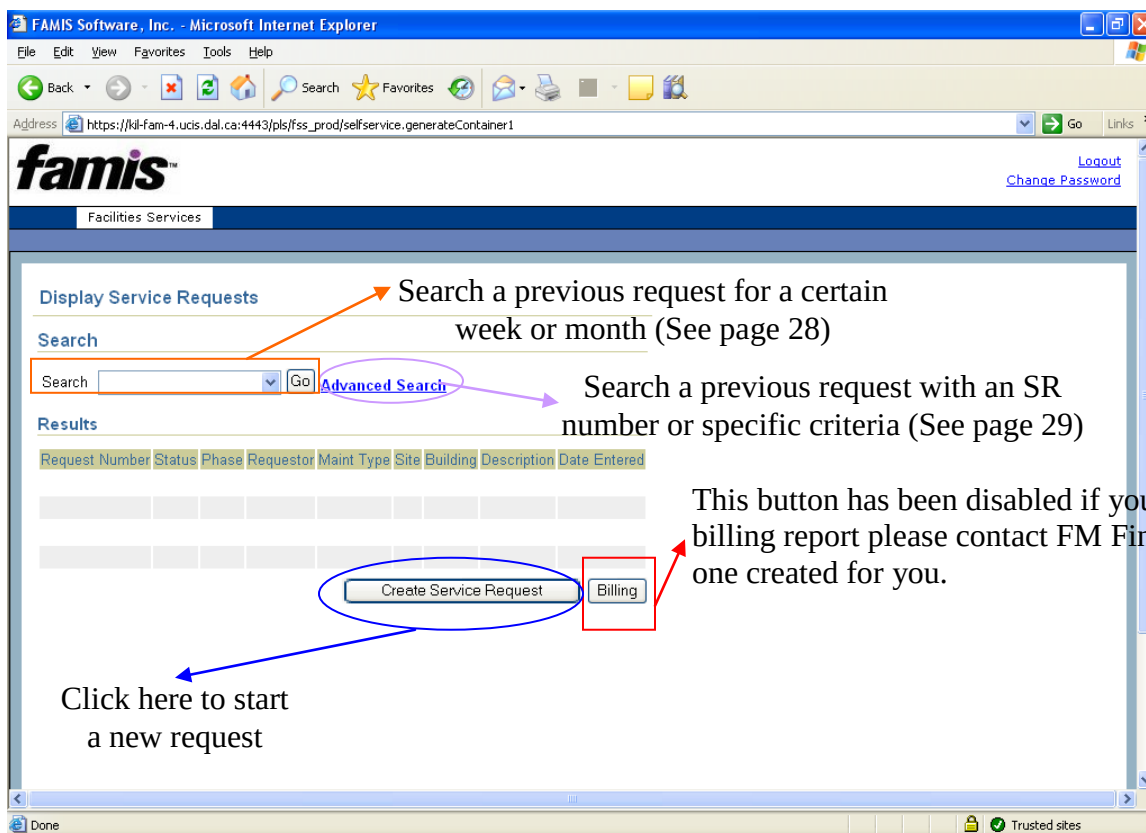
Creating a Service Request

Whether you click on a specific site or on “service requests”, you will be brought to the page below. Click on “create service request” when you get to this page to proceed to step 1.

This screen is multipurpose:

- You can search for existing service requests by clicking the drop down arrow next to the search field or by clicking advanced search. (Refer to Appendix B for further details).
- You can create a new service request by clicking the “create service request” tab.
- You can open the billing report for any accounts that you have authorization for.

To log into the billing report, you will need your Net ID and IMAP password. You will have to make sure that you have been associated with an account. Please email nick.tentomas@dal.ca or call 494-2251 if you have any questions about this.



Step 1 – Confirm Requestor

Step 1 is to confirm the requestor information.

- If this is your first time using self-service, you will be asked to put in your name, phone number, and department code. (Your e-mail address is optional).
- To get your department code, click on department and select your department from the list provided.
- If there is an alternate requestor, you can enter their name and phone number in the spaces provided.

Once entered, this information will appear every time that you log into self-service, so you will not have to re-enter it every time you create a service request.

People with the same department can view each other's requests. This will help to avoid duplication of requests. **Department is NOT the same as the charging account.** The department is a 5 digit code, while the charging account is a 4 digit code that will be needed in step 3 if the request is for something that you will have to pay for.

Please make sure that this information is correct, and then click next to proceed to step 2.

The screenshot shows a web browser window titled "FAMIS Software, Inc. - Microsoft Internet Explorer". The address bar displays "https://kl-fam-2.ucis.dal.ca:4445/pls/fss_dev/selfservice.generateContainer1". The main content area is titled "Create Service Request: Confirm Requestor - Step 1 of 5". A progress bar at the top shows five steps: Confirm Requestor (selected), Select Service, Enter Service Details, Enter Location, and Review.

The "Requestor" section contains the following fields:

- Requestor: MELISSA YOUNG
- Phone: 494-8027
- Cell Phone: (empty)
- Department: 11901
- Pager: (empty)
- E-mail: eventstd@dal.ca
- Mail Code: (empty)

The "Alternate Requestor" section contains the following fields:

- Name: (empty)
- Phone: (empty)

Annotations on the form:

- A pink arrow points to the Requestor, Phone, and Department fields with the text: "Requestor, Phone Number, and Department are all mandatory. For department, click on 'Department' to find the code".
- A blue arrow points to the E-mail field with the text: "This field is optional".
- A red arrow points to the Alternate Requestor section with the text: "If there is an alternate requestor, enter their name and phone number".

Buttons at the bottom right include "Cancel" and "Next".

Step 2 – Selecting a Service

Step 2 is to select a service from the available libraries listed. If this request is for something that your department is required to pay for (such as painting a room or moving furniture), use “New Installations, Upgrades and Replacements”. When you use this library, there will be a place to enter your account number.

These standard services provide all of the questions regarding your request.

If this request is for something that your department will not have to pay for (such as a plugged toilet or burnt out light), you can use one of the other libraries. Provide as much information as possible in the work description.

Please note that New Web Request is not a library. ***DO NOT USE* THIS TAB IS NO LONGER FUNCTIONING AND REQUESTS WILL NOT BE PROCESSED.**

FAMIS Software, Inc. - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://kil-fam-4.ucis.dal.ca:4443/pls/fss_prod/selfservice.generateContainer1 Go Links

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Facilities Services

Create Service Request: Select Service - Step 2 of 5

Confirm Requestor Select Service Enter Service Details Enter Location Review

Available Services

- [ALTERATIONS AND RENOVATIONS-CLIENT REQUEST \(ANNUAL PROCEDURE\)](#)
- [BUSINESS AND TECHNICAL SUPPORT - ALL USERS](#)
- [FM INTERNAL REQUESTS \(INTERNAL USE ONLY\)](#)
- [FOOD SERVICES REQUEST](#)
- [HOUSING AND CONFERENCE SERVICES REQUEST](#)
- [NEW INSTALLATIONS, UPGRADES AND REPLACEMENTS \(ACCOUNT REQ'D\)](#)
- [ROUTINE REPAIRS, MAINTENANCE AND TRUCKING](#)
- [New Web Request *Create your own request*](#)

Cancel Back

Choose from one of these libraries

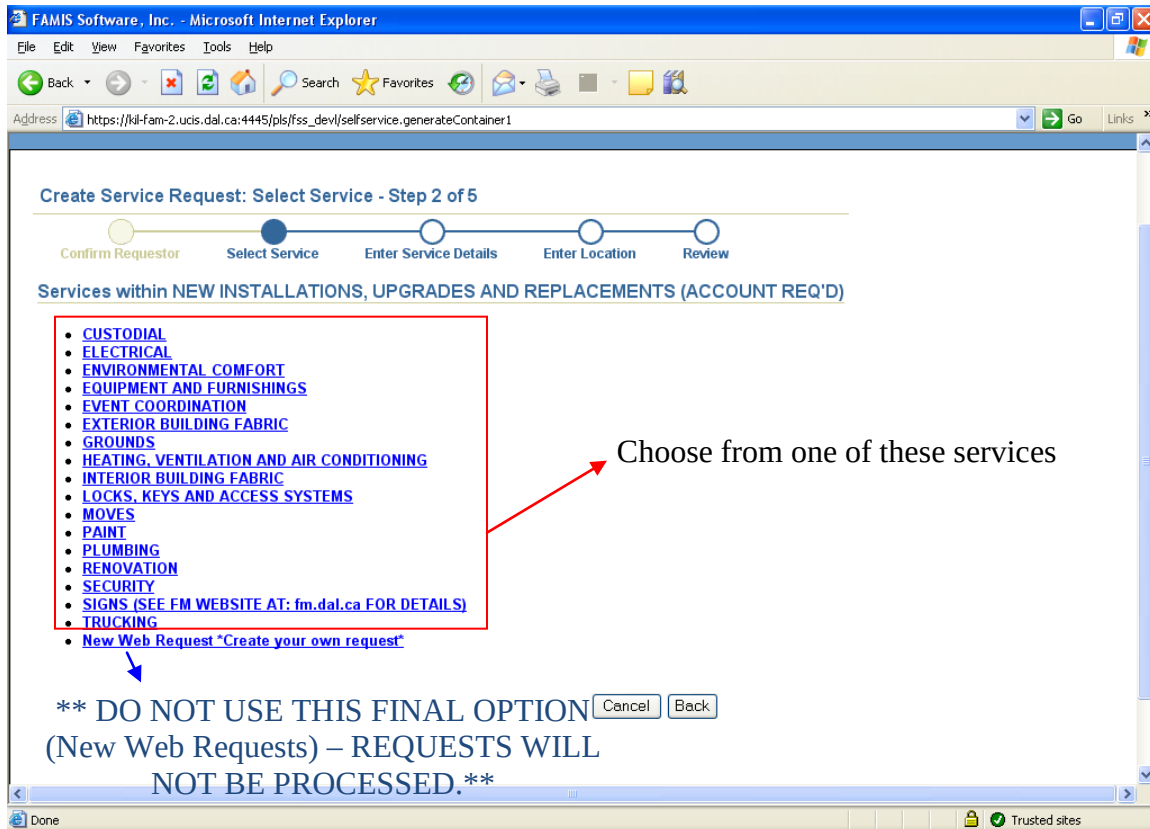
****DO NOT USE THIS FINAL OPTION (New Web Requests) – REQUESTS WILL NOT BE PROCESSED..****

Done Trusted sites

Refer to the next 3 pages if you selected one of the libraries.

This screen requires you to select a service within one of the libraries. The screen below shows the services if you select “New Installations, Upgrades and Replacements”.

- Custodial
- Electrical
- Environmental Comfort
- Equipment and Furnishings
- Event Coordination
- Exterior Building Fabric
- Grounds
- Heating Ventilation and Air Conditioning
- Interior Building Fabric
- Locks, Keys and Access Systems
- Moves
- Paint
- Plumbing
- Renovation
- Security
- Signs
- Trucking



Depending on which service you choose in the previous screen, you will be brought to a page similar to the one shown below. This screen shows the options to choose from within. Once you get here, select the appropriate service required that corresponds to your request.

Create Service Request: Select Service - Step 2 of 5

Confirm Requestor Select Service Enter Service Details Enter Location Review

Services within: NEW INSTALLATIONS, UPGRADES AND REPLACEMENTS (ACCOUNT REQ'D) - CARPENTRY - INTERIOR BUILDING FABRIC

- CARPENTRY PROJECT - OTHER - (DESCRIBE BELOW)
- COAT HOOK - SUPPLY AND INSTALL
- EXTERIOR - INTERIOR BANNER - HANG
- FLOOR COVERING - SUPPLY AND INSTALL
- PICTURE - HANG/REMOVE
- WHITE BOARD-BULLETIN BOARD-CHALK BOARD - HANG/REMOVE
- WINDOW COVERINGS- INSTALL
- WINDOW PLASTIC (DRAFT STOP) -INSTALL-REMOVE
- WINDOW SCREEN -INSTALL
- New Web Request *Create your own request*

Select one of the options within the selected service.
Select the option that states Other – Describe Below if you do not find what you’re looking for.

Cancel Back

****DO NOT USE THIS FINAL OPTION
(New Web Requests) – REQUESTS WILL
NOT BE PROCESSED.****

Please note if you do not **find a selection that fits your requirements we have set up a general item under each section** that will start with the grouping ending in – OTHER-(DESCRIBE BELOW).

If “New Web Request *create your own request*” was selected, in error **THIS TAB IS NO LONGER FUNCTIONING AND REQUESTS WILL NOT BE PROCESSED** as this removes any accounting information you have submitted. The request will possibly be rejected and you will be notified to resubmit. If work that you are requesting does not have an associated cost, your request will be modified by FM staff; and your account number will be removed and you will not be charged. Always give as much detail as possible in the work description.

Step 3 – Entering Service Details (*For one of the libraries*)

Step 3 requires you to enter service details.

The account field will come up if “New Installations, Upgrades and Replacements (Account Req’d)” was selected in step 2. Fund/Org is the department code (i.e. 11094, 11034). This is the code that you were given in step 1. Account is your account number (i.e. 8748, 8743). Program is always 000 and Pct (Percent) is always 100% unless the work is being split between multiple account numbers. If this is the case, the percents for each account number should add up to 100%.

- Enter:
 - o Work Title will already be filled in.
 - o Description of Work needing to be done. (Do NOT use quotes)
 - o Earliest Start Date and Latest Completion Date (mm/dd/yyyy).
 - o Dates/Times Work Cannot be Done in Location (if applicable).

Once these fields have been filled in, click next to proceed to step 4.

Create Service Request: Enter Service Details - Step 3 of 5

Enter your account number

Enter 000 into program

This field should add up to 100%

Enter your department code here

By selecting a library, this field will already be filled in

Type the description of the work needing to be done (*do not use quotes*)

Account																
<table border="1"><thead><tr><th>Fund/Org*</th><th>Account*</th><th>Program*</th><th>Pct</th></tr></thead><tbody><tr><td> </td><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td><td> </td></tr></tbody></table>	Fund/Org*	Account*	Program*	Pct												
Fund/Org*	Account*	Program*	Pct													

Work Description

Work Title: ALTERATIONS-RENOVATION - ENVIRONMENTAL HEALTH AND

Description of Work: THIS PROJECT REQUEST MUST BE RELATED TO AN ENVIRONMENTAL HEALTH AND SAFETY ISSUE
SPECIFY SCOPE OF THE PROJECT -

To preserve the text formatting, please hit "Enter" after each line. (Limit 3000 chars)

After this is complete, skip to page 16

Type the description of the work needing to be done (*do not use quotes*)

Step 3 – Entering Service Details

Step 3 requires you to enter service details.

- Enter:
 - o Work Title – Title of work to be done (i.e. open filing cabinet).
 - o Description of Work needing to be done. (Do NOT use quotes)
 - o Earliest Start Date and Latest Completion Date (mm/dd/yyyy).
 - o Dates/Times Work Cannot be Done in Location (if applicable).

Once these fields have been filled in, click next to proceed to step 4.

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Address: https://kl-fam-2.ucis.dal.ca:4445/pls/fss_devl/selfservice.generateContainer1

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Facilities Services

Logout
Change Password

Create Service Request: Enter Service Details - Step 3 of 5

Confirm Requestor Select Service Enter Service Details Enter Location Review

Enter the title of the work

Work Description

Work Title

Description of Work

To preserve the text formatting, please hit "Enter" after each line. (Limit 3000 chars)

Earliest Start Date mm/dd/yyyy

Latest Completion Date mm/dd/yyyy

Dates/Times Work Cannot be Done in Location e.g. Mon & Fri 8am - 10am

Cancel Back Next

Give the earliest start date and latest completion date (Keeping in mind that this is your preferred dates and they will need to be confirmed by our staff). You may also include any dates/times that the work cannot be done in the location.

Give a description of the work to be done with as much detail as possible

Step 4 – Entering a Location

Step 4 requires you to enter the location for this service request. If you selected a specific site instead of service requests on the first page, the below fields will already be filled in. If not, please enter the following:

- The site (Studley, Carleton, or Sexton)
- The building
- The floor
- The room

Please click the buttons instead of typing. “Site” is the only mandatory field.

When you have finished, click next to proceed to the final step.

Create Service Request: Enter Location - Step 4 of 5

Confirm Requestor Select Service Enter Service Details **Enter Location** Review

Site Building
Floor Room

Cancel Back Next

“Site” is mandatory while “Building”,
“Floor” and “Room” are optional
****Click on the tabs. Do NOT type in the
spaces provided****

Step 5 – Reviewing Your Information

Step 5 is the final step which requires you to view and confirm the information that was given. If everything is correct, please click “Finish”.

Create Service Request: Review - Step 5 of 5

Confirm Requestor Select Service Enter Service Details Enter Location **Review**

Requestor Information

Requester Name	MELISSA YOUNG	Requestor Phone	494-8027
Requestor Dept	11901	Requestor Email	eventstd@dal.ca
Alt Requester Name		Alt Requestor Phone	

Service Description

Earliest Start Date	11/28/2006	Latest Completion Date	12/31/2006
Blackout Dates and Times	Mon before 13:00 hrs	Work Title	PICK UP AND DELIVER FURNITURE OFF CAMPUS
Description	SPECIFY DATES, LOCATIONS AND REQUIREMENTS - Please pick up 4 chairs and a desk from the IWK and deliver to Facilities Management (1236 Henry Street, 4th floor). Anytime between November 28th, 2006 to December 31st, 2006.		

Location

Site	STUDLEY	Building	E280
Floor	4	Room	

Cancel Finish

Make sure all of your information is correct

Ensure you select “Finish” to complete your request.

Viewing Your Final Request

Once you make sure the information is correct and you click “Finish”, you will be brought to a page similar to the one below, showing your service request. At the top of the page is the Facilities Work Request number (SR000000) that has been generated. Please copy down this number and store it in a safe place in case you ever need to refer back to this request.

You may now create another service request by clicking “go back to service requests” or log out if you are finished.

Create Service Request

Your Facilities Work Request (SR022420) was submitted on 11/28/2006.

Requestor Information

Requester Name	MELISSA YOUNG	Requestor Phone	494.8027
Requestor Dept	11901	Requestor Email	eventstd@dal.ca
Alt Requester Name		Alt Requestor Phone	

Service Description

Account Segments	11901-8743.000-- (100%)	Latest Completion Date	12/31/2006
Earliest Start Date	11/28/2006	Work Title	PICK UP AND DELIVER FURNITURE OFF CAMPUS
Blackout Dates and Times	Mon before 13:00 hrs	Description	SPECIFY DATES, LOCATIONS AND REQUIREMENTS - Please pick up 4 chairs and a desk from the IWK and deliver to Facilities Management (1236 Henry Street, 4th floor). Anytime between November 28th, 2006 to December 31st, 2006.

Location

Site	STUDLEY	Building	E280
Floor	4	Room	

[Go Back to Service Requests](#)

This is the information that will show up in your request

Appendix A: Common Errors

Entering Service Details:

- The wrong number was entered under “Fund/Org”. This field should be filled in with the five digit department code that was entered in step 1.

The screenshot shows a web browser window titled "FAMIS Software, Inc. - Microsoft Internet Explorer". The address bar displays "https://kl-fam-2.ucis.dal.ca:4445/pls/fss_dev/selfservice.generateContainer1". The page header includes the "famis" logo and links for "Logout" and "Change Password". The main content area is titled "Facilities Services" and displays an error message: "Error in record 1. Invalid Fund/Org, please re-enter." Below the error message is a progress bar for "Create Service Request: Enter Service Details - Step 3 of 5". The progress bar has five steps: "Confirm Requestor", "Select Service", "Enter Service Details" (current step), "Enter Location", and "Review". The "Enter Service Details" step is highlighted with a blue circle. Below the progress bar is a form titled "Account" with a table of input fields. The first row of the table has the following values: "Sel" (radio button), "Fund/Org*" (11109), "Account*" (8743), "Program*" (000), and "Pct" (100). A blue arrow points from the "Fund/Org*" field to the text "Fund/Org has been entered wrong". Below the "Account" section is a "Work Description" section with a "Work Title" field containing "CUT NEW KEY" and a "Description of Work" text area containing "SPECIFY KEY REQUIRE AND QUANTITY - Cut key for McCain room 1198 for TA." The browser status bar at the bottom shows "Done" and "Trusted sites".

Error in record 1. Invalid Fund/Org, please re-enter.

Create Service Request: Enter Service Details - Step 3 of 5

Confirm Requestor Select Service Enter Service Details Enter Location Review

Account

Sel	Fund/Org*	Account*	Program*	Pct
☒	11109	8743	000	100
☐				
☐				

Work Description

Work Title: CUT NEW KEY

Description of Work: SPECIFY KEY REQUIRE AND QUANTITY - Cut key for McCain room 1198 for TA.

Fund/Org has been entered wrong

Entering Service Details:

- The wrong account number was entered under “account”. This field should be filled in with a four digit account number.

Error in record 1. Invalid Account, please re-enter.

Create Service Request: Enter Service Details - Step 3 of 5

Confirm Requestor Select Service **Enter Service Details** Enter Location Review

Account

Sel	Fund/Org*	Account*	Program*	Pct
☒	11901	9052	000	100
☐				
☐				

Work Description

Work Title: CUT NEW KEY

Description of Work: SPECIFY KEY REQUIRE AND QUANTITY - Cut 1 key for McCain room 1198 for T&A.

The wrong account number has been entered

Entering Service Details:

- “Program” is left blank. This field should be filled in with three zeros.

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File Edit View Favorites Tools Help

Address https://f4-fam-2.ucis.dal.ca:4445/pls/fss_dev/selfservice.generateContainer1 Go Links

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Facilities Services

For record 1, you must enter a(n) Program.

Create Service Request: Enter Service Details - Step 3 of 5

Confirm Requestor Select Service **Enter Service Details** Enter Location Review

Account

Sel	Fund/Org*	Account*	Program*	Pct
☒	11901	8748		100
☐				
☐				

Work Description

Work Title CUT NEW KEY

Description of Work SPECIFY KEY REQUIRE AND QUANTITY - Cut 1 key for McCain room 1198 for T&.

Program must always be filled in with **000**

Done Trusted sites

Entering Service Details:

- Percent field is left blank. This should be filled in with 100. If there are multiple accounts, the total percent must add up to 100. For example, if you have two account numbers, each account can have 50 in the percent field. The total will then add up to 100.

Error, percent must equal 100, it is currently 0

Create Service Request: Enter Service Details - Step 3 of 5

Confirm Requestor Select Service Enter Service Details Enter Location Review

Account

Sel	Fund/Org*	Account*	Program*	Pct
☒	11901	8748	000	
☐				
☐				

Work Description

Work Title: CUT NEW KEY

Description of Work: SPECIFY KEY REQUIRE AND QUANTITY - Cut 1 key for McCain room 1198 for T&A.

This field must always add up to 100

Entering Service Details:

- An invalid month was entered for the earliest start date. Both the earliest start date and latest completion date should be in the format of **mm/dd/yyyy**.

FAMIS Software, Inc. - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://kl-fam-2.ucis.dal.ca:4445/pls/fss_dev/selfservice.generateContainer1 Go Links

You entered an invalid month for Earliest Start Date please reenter.

Create Service Request: Enter Service Details - Step 3 of 5

Confirm Requestor Select Service Enter Service Details Enter Location Review

Account

Sel	Fund/Org*	Account*	Program*	Pct
☒	11901	8748	000	100
☐				
☐				

Work Description

Work Title CUT NEW KEY

Description of Work SPECIFY KEY REQUIRE AND QUANTITY - Cut 1 key for McCain room 1198 for TA.

To preserve the text formatting, please hit "Enter" after each line. (Limit 3000 chars)

Earliest Start Date Tuesday Feb 16 mm/dd/yyyy

Latest Completion Date mm/dd/yyyy

Dates/Times Work Cannot be Done in Location e.g. Mon & Fri 8am - 10am

Use format of **mm/dd/yyyy** for both earliest start date and latest completion date

Entering a Location:

- The building was typed and not selected. Click the tab titled “building” and select the correct building from the list provided.

famis™

Facilities Services

[Logout](#)
[Change Password](#)

Invalid or missing Building

Create Service Request: Enter Location - Step 4 of 5

Confirm Requestor Select Service Enter Service Details **Enter Location** Review

Site Building Floor Room

Do not type in building. Click the tab “building” and select from the list provided

Done Trusted sites

Entering a Location:

- The floor that you have entered is not correct. Click the tab titled “floor” to bring up a list of floors in the building and select the correct floor from the list. Do not type in a floor number.

famis™ [Logout](#) [Change Password](#)

Facilities Services

Invalid or missing Floor

Create Service Request: Enter Location - Step 4 of 5

Confirm Requestor Select Service Enter Service Details **Enter Location** Review

Site: Building:
Floor: Room:

Do not type in the floor. Click the tab “floor” and select from the list

Done Trusted sites

Entering a Location:

- The room that you have entered is not correct. Click the tab titled “room” to bring up a list of the rooms on the floor of the building and select the correct room from the list. Do not type in the room number.

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Facilities Services

[Logout](#)
[Change Password](#)

Invalid or missing Room

Create Service Request: Enter Location - Step 4 of 5

Confirm Requestor Select Service Enter Service Details **Enter Location** Review

Site: STUDLEY Building: D420
Floor: 1 Room: 119

Cancel Back Next

Do not type in the room number. Click the tab “room” and choose from the list provided

Done Trusted sites

Appendix B: Reviewing Previous Requests

When you first log in, you will see the screen below. Instead of creating a new request, you can either search your requests using the **search field** or the **advanced search field**.

See page 28 for details about the search field and page 29 for details about the advanced search field.

The screenshot shows the FAMIS Software, Inc. - Microsoft Internet Explorer interface. The browser window title is "FAMIS Software, Inc. - Microsoft Internet Explorer". The address bar shows the URL: "https://kjl-fam-2.ucis.dal.ca:4445/pls/fss_dev/selfservice.generateContainer1". The page features the FAMIS logo and a "Logout" link. Below the logo is a "Facilities Services" tab. The main content area is titled "Display Service Requests". It contains a "Search" section with a text input field and a "Go" button. A red box highlights the search input field, and a red arrow points to it with the text "Search a request from a specific week or month" and "Click the drop down arrow and select 'go'". A blue box highlights the "Advanced Search" link, and a blue arrow points to it with the text "Search a request with an SR number or specific criteria". Below the search section is a "Results" section with a table of request data. The table has columns: Request Number, Status, Phase, Requestor, Maint Type, Site, Building, Description, and Date Entered. At the bottom of the page are two buttons: "Create Service Request" and "Billing".

Search a request with an SR number or specific criteria

Search a request from a specific week or month
Click the drop down arrow and select "go"

Request Number	Status	Phase	Requestor	Maint Type	Site	Building	Description	Date Entered
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Create Service Request Billing

The search field:

With the search field, you can search the following:

- Requests you have entered in the current week
- Requests you had entered in the previous week
- Requests you have entered in the current month
- Requests you had entered in the previous month

Click on the drop down bar next to search. Choose one of the categories mentioned above and click “go”. All of your service requests for that specific time will be listed. Click on the specific request number and you will be able to view it.

The screenshot shows the FAMIS Software, Inc. web application in a Microsoft Internet Explorer browser. The address bar shows the URL: https://kil-fam-2.ucis.dal.ca:4445/pls/fss_devl/selfservice.generateContainer1. The page title is "FAMIS Software, Inc. - Microsoft Internet Explorer". The main content area is titled "Display Service Requests". Below this, there is a search section with a "Search" label and a dropdown menu currently set to "My requests this week". A red box highlights the search section, and a red arrow points to the dropdown menu with the text "Search for requests from a specific week or month". To the right of the dropdown is a "Go" button and a link to "Advanced Search". Below the search section is a "Results" section containing a table with the following data:

Request Number	Status	Phase	Requestor	Maint Type	Site	Building	Description	Date Entered
SR022421	REQUESTED		MELISSA YOUNG	KEYREQUEST	STUDLEY	D420	CUT NEW KEY	11/29/2006
SR022420	REQUESTED		MELISSA YOUNG	TRUCKMOVES	STUDLEY	E280	PICK UP AND DELIVER FURNITURE OFF CAMPUS	11/28/2006

Below the table are two buttons: "Create Service Request" and "Billing". A blue arrow points to the first two rows of the table with the text "These are the results from your search Click on the request number to open the service request".

The advanced search field:

With this search field, you can view a specific service request. Next to “request number”, you can enter in an SR number. Click “go” and you will be taken to the service request. If you do not have the SR number, you can enter specific criteria. This can be the requestor name, location information, and/or the date the request was entered. When you click execute query, a list of requests to choose from will be brought up.

Display Service Requests

Advanced Search

Request Number

Request Number

Criteria

Requestor Name (For wildcard searches use % (e.g., %SMITH)).

Funding Type ☒ Customer-Funded ☒ Facilities-Funded (Please select at least one.)

Status ☒ Open ☒ Closed (Please select at least one.)

Request Type ☒ Web Requests ☒ Projects ☒ Service Request ☒ PMs (Please select at least one.)

Location Information

Site Building

Floor Room

Date Entered From To mm/dd/yyyy

Enter the SR number and click “go” to view the request

Enter specific criteria and click “execute query”
This will bring up a limited number of requests to choose from